

IN THE CLAIMS

The following list, if entered, replaces all prior versions of the claims.

1-22. (Cancelled)

23. **(Currently Amended)** A method comprising:
receiving an incoming customer support request at a channel driver, wherein
said channel driver is in communication with a communication[[s]] channel,
a media type of said communication[[s]] channel is one of a plurality of media
types, and
said channel driver is configured to communicate with said communication[[s]]
channel using said media type;
in response to said receiving said incoming customer support request, forming a message,
wherein
said forming comprises
inserting customer relations management system information into said
message, and
configuring said message to be communicated to a communication server
by encoding at least a portion of said message in a standard format,
wherein
said standard format is independent of said media type of said
communication channel,
said standard format conforms to a data format specification,
said communication server and said channel driver are configured
to recognize said standard format, and
said data format specification defines a plurality of interactions
between said communication server and said channel
driver;
communicating said message between said communication server and said channel
driver, wherein

said message is configured to transport said customer relations management system information between said communication server and said channel driver, and

said communicating is performed according to said data format specification;

receiving said message at said communication server, wherein

said communication server receives said message from said channel driver,

said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being configured to communicate according to said data format specification, and

said communication server and said channel driver being configured to communicate according to said data format specification allows said communication server and said channel driver to be configured separately;

and

causing said communication server to route said incoming customer support request to an agent, wherein

said communication server is configured to route said incoming customer support request to said agent by virtue of being configured to route said customer relations management system information to a browser coupled to said agent,

said causing routes said incoming customer support request to said agent as a work item,

said causing comprises pushing said customer relations management system information from said communication server in response to said receiving said message,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding a skill set of an agent,

and

said work item information comprises information regarding a task to be performed by said agent.

24. (Previously Presented) The method of claim 23, further comprising:
inserting a notification into said message, wherein
said notification comprises at least one of notification of an event and
autonomously provided information.
25. (Original) The method of claim 24, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.
26. (Previously Presented) The method of claim 23, further comprising:
communicating said message from said communication server to a universal queuing
system.
27. (Currently Amended) The method of claim 23, further comprising:
forming a command[[],]; and
inserting said command into said message, wherein said command is defined such that a
module receiving said message performs an operation.
28. (Currently Amended) The method of claim 23, further comprising:
forming a request[[],]; and
inserting said request into said message, wherein said request is configured to cause a
module receiving said message to reply with requested customer relations
management system information.
29. (Currently Amended) The method of claim 23, further comprising:
forming a notification[[],]; and
inserting said notification into said message, wherein said notification is formed by a
module forming said message.

30. (Previously Presented) The method of claim 23, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.
31. (Original) The method of claim 30, wherein said agent-related function is initiated by one of an AgentLogin command, an AgentLogout command, an AgentInitAuBWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentSkill command, a RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request and a RequestAgentMediaState request.
32. (Original) The method of claim 30, wherein said work item-related function is initiated by one of an AddWorkItem command, a RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItemToRoute command.
33. (Original) The method of claim 30, wherein said statistics-related function is initiated by one of a SetChannelStatInterval command, a SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command and a GetSystemStatistics request.

34. (Original) The method of claim 30, wherein
said administrative function is initiated by one of a UQOpenConnection command, a
UQReopenConnection command, a UQInitRules command, a UQReplaceRules
command and a UQDisconnect command.

35-36. (Cancelled)

37. (Currently Amended) A computer system comprising:
a processor;
computer readable storage medium coupled to said processor; and
computer code, encoded in said computer readable storage medium, configured to cause
said processor to:
receive an incoming customer support request at a channel driver, wherein
said channel driver is in communication with a communication[[s]]
channel,
a media type of said communication[[s]] channel is one of a plurality of
media types, and
said channel driver is configured to communicate with said
communication[[s]] channel using said media type;
form a message, in response to said receiving said incoming customer support
request, wherein
said forming comprises
inserting customer relations management system information into
said message, and
configuring said message to be communicated to a communication
server by encoding at least a portion of said message in a
standard format, wherein
said standard format is independent of said media type of
said communication channel,
said standard format conforms to a data format
specification,

said communication server and said channel driver are
configured to recognize said standard format, and
said data format specification defines a plurality of
interactions between said communication server and
said channel driver;
communicate said message between said communication server and said channel
driver, wherein
said message is configured to transport said customer relations
management system information between said communication
server and said channel driver, and
said communicating is performed according to said data format
specification;
receive said message at said communication server, wherein
said communication server receives said message from said channel
driver,
said receiving is performed in a media-independent manner by virtue of
said communication server and said channel driver being
configured to communicate according to said data format
specification, and
said communication server and said channel driver being configured to
communicate according to said data format specification allows
said communication server and said channel driver to be
configured separately; and
cause said communication server to route said incoming customer support request
to an agent, wherein
said communication server is configured to route said incoming customer
support request to said agent by virtue of being configured to route
said customer relations management system information to a
browser coupled to said agent,
said causing routes said incoming customer support request to said agent
as a work item,

said causing comprises pushing said customer relations management system information from said communication server in response to said receiving said message,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding a skill set of an agent, and
said work item information comprises information regarding a task to be performed by said agent.

38. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
insert a notification into said message, wherein
said notification comprises at least one of notification of an event and autonomously provided information.

39. (Previously Presented) The computer system of claim 38, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

40. (Previously Presented) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
communicate said message from said communication server to a universal queuing system.

41. (Currently Amended) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:
form a command[[,]]; and
insert said command into said message, wherein said command is defined such that a module receiving said message performs an operation.

42. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form a request[[,]]; and

insert said request into said message, wherein said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

43. **(Currently Amended)** The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form a notification[[,]]; and

insert said notification into said message, wherein said notification is formed by a module forming said message.

44. **(Previously Presented)** The computer system of claim 37, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45. **(Cancelled)**

46. **(Currently Amended)** A computer program product comprising:
a first set of instructions, executable on a computer system, configured to receive an incoming customer support request at a channel driver, wherein said channel driver is in communication with a communication[[s]] channel, a media type of said communication[[s]] channel is one of a plurality of media types, and
said channel driver is configured to communicate with said communication[[s]] channel using said media type;
a second set of instructions, executable on a computer system, configured to form a message, in response to said receiving said incoming customer support request, wherein
said second set of instructions comprises

a first subset of instructions, executable on a computer system, configured to insert customer relations management system information into said message, and

a second subset of instructions, executable on a computer system, configured to configure said message to be communicated to a communication server, wherein said second subset of instructions comprises

a first sub-subset of instructions, executable on a computer system, configured to encode at least a portion of said message in a standard format, wherein

said standard format is independent of said media type of said communication channel,

said standard format conforms to a data format specification,

said communication server and said channel driver are configured to recognize said standard format, and

said data format specification defines a plurality of interactions between said communication server and said channel driver;

a third set of instructions, executable on a computer system, configured to communicate said message between said communication server and said channel driver, wherein

said message is configured to transport said customer relations management system information between said communication server and said channel driver, and

said communicating is performed according to said data format specification;

a fourth set of instructions, executable on a computer system, configured to receive said message at said communication server, wherein

said communication server receives said message from said channel driver,

said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being

configured to communicate according to said data format specification, and
said communication server and said channel driver being configured to communicate according to said data format specification allows said communication server and said channel driver to be configured separately; **[[and]]**
a fifth set of instructions, executable on a computer system, configured to cause said communication server to route said incoming customer support request to an agent, wherein
said communication server is configured to route said incoming customer support request to said agent by virtue of being configured to route said customer relations management system information to a browser coupled to said agent,
said causing routes said incoming customer support request to said agent as a work item,
said causing comprises pushing said customer relations management system information from said communication server in response to said receiving said message,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding a skill set of an agent, and
said work item information comprises information regarding a task to be performed by said agent; and
computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

47. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to insert a notification into said message, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

48. (Previously Presented) The computer program product of claim 47, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

49. (Previously Presented) The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to communicate said message from said communication server to a universal queuing system.

50. (Currently Amended) The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to form a command[[],]; and

a seventh set of instructions, executable on a computer system, configured to insert said command into said message, wherein said command is defined such that a module receiving said message performs an operation.

51. (Currently Amended) The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to form a request[[],]; and

a seventh set of instructions, executable on a computer system, configured to insert said request ~~said command~~ into said message, wherein said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52. **(Currently Amended)** The computer program product of claim 46, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to form a notification[[,]]; and

a seventh set of instructions, executable on a computer system, configured to insert said notification into said message, wherein said notification is formed by a module forming said message.

53. **(Previously Presented)** The computer program product of claim 46, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54. **(Cancelled)**

55. **(Currently Amended)** An apparatus comprising:

a processor;

means for receiving an incoming customer support request at a channel driver, wherein said channel driver is in communication with a communication[[s]] channel, a media type of said communication[[s]] channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communication[[s]] channel using said media type;

means for forming a message, in response to said receiving said incoming customer support request, wherein

said means for forming said message is communicatively coupled to said processor,

said means for forming comprises

means for inserting customer relations management system information into said message, and

means for configuring said message to be communicated to a communication server, wherein

said means for configuring comprises a means for encoding at least
a portion of said message in a standard format,
said standard format is independent of said media type of said
communication channel,
said standard format conforms to a data format specification,
said communication server and said channel driver are configured
to recognize said standard format, and
said data format specification defines a plurality of interactions
between said communication server and said channel
driver;
means for communicating said message between said communication server and said
channel driver, wherein
said message is configured to transport said customer relations management
system information between said communication server and said channel
driver, and
said communicating is performed according to said data format specification;
means for receiving said message at said communication server, wherein
said communication server receives said message from said channel driver,
said receiving is performed in a media-independent manner by virtue of said
communication server and said channel driver being configured to
communicate according to said data format specification, and
said communication server and said channel driver being configured to
communicate according to said data format specification allows said
communication server and said channel driver to be configured separately;
and
means for causing said communication server to route said incoming customer support
request to an agent, wherein
said means for causing routes said incoming customer support request to said
agent by virtue of being configured to route said customer relations
management system information to a browser coupled to said agent,
said means for causing routes said incoming customer support request to said
agent as a work item,

said means for causing comprises means for pushing said customer relations management system information from said communication server in response to receipt of said message,
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding a skill set of an agent,
and
said work item information comprises information regarding a task to be performed by said agent.

56. (Previously Presented) The apparatus of claim 55, further comprising:
means for inserting a notification into said message, wherein
said notification comprises at least one of notification of an event and autonomously provided information.

57. (Previously Presented) The apparatus of claim 56, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

58. (Previously Presented) The apparatus of claim 55, further comprising:
means for communicating said message from said communication server to a universal queuing system.

59. (Currently Amended) The apparatus of claim 55, further comprising:
means for forming a command[[],]; and
means for inserting said command into said message, wherein said command is defined such that a module receiving said message performs an operation.

60. **(Currently Amended)** The apparatus of claim 55, further comprising:
means for forming a request $[[,]]$; and
means for inserting said request into said message, wherein said request is configured to
cause a module receiving said message to reply with requested customer relations
management system information.

61. **(Currently Amended)** The apparatus of claim 55, further comprising:
means for forming a notification $[[,]]$; and
means for inserting said notification into said message, wherein said notification is
formed by a module forming said message.

62. **(Previously Presented)** The apparatus of claim 55, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

63-64. (Cancelled)

65. **(Currently Amended)** A method comprising:
receiving a communication from an agent at a communication server, wherein
said communication from said agent is received in response to a customer support
request,
said communication server is configured to communicate with a channel driver,
said channel driver is in communication with a communication $[[s]]$ channel,
a media type of said communication $[[s]]$ channel is one of a plurality of media
types, and
said channel driver is configured to communicate with said communication $[[s]]$
channel using said media type;
in response to receiving said communication from said agent,
forming a message, wherein
said forming comprises

inserting customer relations management system information into said message, wherein
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding a skill set of an agent, and
said work item information comprises information regarding a task to be performed by said agent, and
configuring said message to be communicated to said channel driver by encoding at least a portion of said message in a standard format, wherein
said standard format conforms to a data format specification,
said communication server and said channel driver are configured to recognize said standard format, and
said data format specification defines a plurality of interactions between said communication server and said channel driver;
communicating said message between said communication server and said channel driver, wherein
said message is configured to transport said customer relations management system information between said communication server and said channel driver, and
said communicating is performed according to said data format specification;
receiving said message at said channel driver, wherein
said channel driver receives said message from said communication server,
said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being configured to communicate according to said data format specification, and
said communication server and said channel driver being configured to communicate according to said data format specification allows said

communication server and said channel driver to be configured separately;
and
causing said channel driver to route said communication from said agent to said
communication[[s]] channel, wherein
said channel driver is configured to route said communication to said
communication[[s]] channel by virtue of being configured to route said
customer relations management system information to said
communication[[s]] channel, and
said causing comprises communicating said customer relations management
system information from said channel driver, in response to said receiving
said message.

66. (Previously Presented) The method of claim 65, further comprising:
inserting a notification into said message, wherein
said notification comprises at least one of notification of an event and
autonomously provided information.

67. (Previously Presented) The method of claim 66, wherein
said customer relations management system information further comprises at least one of
queuing information, statistical information, connection information and rule
information.

68. (Cancelled)

69. (Previously Presented) The method of claim 65, further comprising:
performing an operation in response to receiving a command.

70. (Previously Presented) The method of claim 65, further comprising:
replying with requested customer relations management system information in response
to receiving said message.

71. (Previously Presented) The method of claim 65, further comprising:
inserting a notification into said message, wherein said notification is generated by a
module forming said message.
72. (Previously Presented) The method of claim 65, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.
73. (Currently Amended) A computer system comprising:
a processor;
computer readable storage medium coupled to said processor; and
computer code, encoded in said computer readable storage medium, configured to cause
said processor to:
receive a communication from an agent at a communication server, wherein
said communication from said agent is received in response to a customer
support request,
said communication server is configured to communicate with a channel
driver,
said channel driver is in communication with a communication[[s]]
channel,
a media type of said communication[[s]] channel is one of a plurality of
media types, and
said channel driver is configured to communicate with said
communication[[s]] channel using said media type;
form a message, in response to receiving said communication from said agent,
wherein
said forming comprises
inserting customer relations management system information into
said message, wherein

said customer relations management system information
comprises at least one of agent information and
work item information,
said agent information comprises information regarding a
skill set of an agent, and
said work item information comprises information
regarding a task to be performed by said agent, and
configuring said message to be communicated to said channel
driver by encoding at least a portion of said message in a
standard format, wherein
said standard format conforms to a data format
specification,
said communication server and said channel driver are
configured to recognize said standard format, and
said data format specification defines a plurality of
interactions between said communication server and
said channel driver;
communicate said message between said communication server and said channel
driver, wherein
said message is configured to transport said customer relations
management system information between said communication
server and said channel driver, and
said communicating is performed according to said data format
specification;
receive said message at said channel driver, wherein
said channel driver receives said message from said communication
driver,
said receiving is performed in a media-independent manner by virtue of
said communication server and said channel driver being
configured to communicate according to said data format
specification, and

said communication server and said channel driver being configured to communicate according to said data format specification allows said communication server and said channel driver to be configured separately; and
cause said channel driver to route said communication from said agent to said communication[[s]] channel, wherein
said channel driver is configured to route said communication to said communication[[s]] channel by virtue of being configured to route said customer relations management system information to said communication[[s]] channel, and
said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message.

74. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
insert a notification into said message, wherein
said notification comprises at least one of notification of an event and autonomously provided information.

75. (Previously Presented) The computer system of claim 74, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

76. (Cancelled)

77. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:
perform an operation in response to receiving a command.

78. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

reply with requested customer relations management system information in response to receiving said message.

79. (Previously Presented) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

insert a notification into said message, wherein said notification is generated by a module forming said message.

80. (Previously Presented) The computer system of claim 73, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81. (Currently Amended) A computer program product comprising:
a first set of instructions, executable on a computer system, configured to receive a communication from an agent at a communication server, wherein said communication from said agent is received in response to a customer support request,
said communication server is configured to communicate with a channel driver, said channel driver is in communication with a communication[[s]] channel, a media type of said communication[[s]] channel is one of a plurality of media types, and
said channel driver is configured to communicate with said communication[[s]] channel using said media type;
a second set of instructions, executable on a computer system, configured to form a message, in response to receiving said communication from said agent, wherein said forming comprises
inserting customer relations management system information into said message, wherein

said customer relations management system information comprises
at least one of agent information and work item
information,
said agent information comprises information regarding a skill set
of an agent, and
said work item information comprises information regarding a task
to be performed by said agent, and
configuring said message to be communicated to said channel driver by
encoding at least a portion of said message in a standard format,
wherein
said standard format conforms to a data format specification,
said communication server and said channel driver are configured
to recognize said standard format, and
said data format specification defines a plurality of interactions
between said communication server and said channel
driver;
a third set of instructions, executable on a computer system, configured to communicate
said message between said communication server and said channel driver,
wherein
said message is configured to transport said customer relations management
system information between said communication server and said channel
driver, and
said communicating is performed according to said data format specification;
a fourth set of instructions, executable on a computer system, configured to receive said
message at said channel driver, wherein
said channel driver receives said message from said communication server,
said receiving is performed in a media-independent manner by virtue of said
communication server and said channel driver being configured to
communicate according to said data format specification, and
said communication server and said channel driver being configured to
communicate according to said data format specification allows said
communication server and said channel driver to be configured separately;

a fifth set of instructions, executable on a computer system, configured to cause said channel driver to route said communication from said agent to said communication[[s]] channel, wherein said channel driver is configured to route said communication to said communication[[s]] channel by virtue of being configured to route said customer relations management system information to said communication[[s]] channel, and said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message; and computer readable storage media, wherein said computer program product is encoded in said computer readable storage media.

82. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to insert a notification into said message, wherein said notification comprises at least one of notification of an event and autonomously provided information.

83. (Previously Presented) The computer program product of claim 81, wherein said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

84. (Cancelled)

85. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to perform an operation in response to receiving a command.

86. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to reply with requested customer relations management system information in response to receiving said message.

87. (Previously Presented) The computer program product of claim 81, wherein said computer program product further comprises:

a sixth set of instructions, executable on a computer system, configured to insert a notification into said message, wherein said notification is generated by a module forming said message.

88. (Previously Presented) The computer program product of claim 81, wherein said message defines a function, and said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89. (Currently Amended) An apparatus comprising:

a processor; and

means for receiving a communication from an agent at a communication server, wherein said communication from said agent is received in response to a customer support request,

said communication server is configured to communicate with a channel driver, said channel driver is in communication with a communication[[s]] channel, a media type of said communication[[s]] channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communication[[s]] channel using said media type;

means for forming a message, in response to receiving said communication from said agent, wherein

said means for forming is communicatively coupled to said processor,

said means for forming comprises

means for inserting customer relations management system information into said message, wherein
said customer relations management system information comprises at least one of agent information and work item information,
said agent information comprises information regarding a skill set of an agent, and
said work item information comprises information regarding a task to be performed by said agent, and

means for configuring said message to be communicated to said channel driver by encoding at least a portion of said message in a standard format, wherein
said standard format conforms to a data format specification,
said communication server and said channel driver are configured to recognize said standard format, and
said data format specification defines a plurality of interactions between said communication server and said channel driver;

means for communicating said message between said communication server and said channel driver, wherein
said message is configured to transport said customer relations management system information between said communication server and said channel driver, and
said communicating is performed according to said data format specification;

means for receiving said message at said channel driver, wherein
said channel driver receives said message from said communication server,
said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being configured to communicate according to said data format specification, and
said communication server and said channel driver being configured to communicate according to said data format specification allows said communication server and said channel driver to be configured separately,

means for causing said channel driver to route said communication from said agent to said communication[[s]] channel, wherein
said channel driver is configured to route said communication to said communication[[s]] channel by virtue of being configured to route said customer relations management system information to said communication[[s]] channel, and
said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message.

90. (Previously Presented) The apparatus of claim 89, further comprising:

means for inserting a notification into said message, wherein
said notification comprises at least one of notification of an event and autonomously provided information.

91. (Previously Presented) The apparatus of claim 90, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92. (Cancelled)

93. (Previously Presented) The apparatus of claim 89, further comprising:

means for performing an operation in response to receiving a command.

94. (Previously Presented) The apparatus of claim 89, further comprising:

means for replying with requested customer relations management system information in response to receiving said message.

95. (Previously Presented) The apparatus of claim 89, further comprising:
means for inserting a notification into said message, wherein said notification is
generated by a module forming said message.

96. (Previously Presented) The apparatus of claim 89, wherein
said message defines a function, and
said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

97-98. (Cancelled)

99. (Cancelled)

100. (Previously Presented) The method of claim 23, wherein forming said message
further comprises:
packaging and un-packaging said customer relations management system information
using a data transfer protocol.

101. (Previously Presented) The computer system of claim 37, wherein said computer
code is further configured to cause said processor to:
package and un-package said customer relations management system information using a
data transfer protocol.

102. (Currently Amended) The computer program product of claim 46, wherein said
~~said~~ computer program product further comprises:
a sixth set of instructions, executable on a computer system, configured to package and
un-package said customer relations management system information using a data
transfer protocol.

103. (Previously Presented) The apparatus of claim 55, further comprises:
means for packaging and un-packaging said customer relations management system
information using a data transfer protocol.

104. **(Currently Amended)** The method of claim 23, wherein
an interface between said communication server and a plurality of channel drivers is
configured to provide communications between said communication server and
said channel drivers,
said channel drivers comprise said channel driver,
each of said channel drivers is configured to be coupled to at least one of a plurality of
communication[[s]] channels,
said communication[[s]] channels comprise said communication[[s]] channel, and
a media type of each communication[[s]] channel is one of said media types.

105. **(Currently Amended)** The computer system of claim 37, wherein
an interface between said communication server and a plurality of channel drivers is
configured to provide communications between said communication server and
said channel drivers,
said channel drivers comprise said channel driver,
each of said channel drivers is configured to be coupled to at least one of a plurality of
communication[[s]] channels,
said communication[[s]] channels comprise said communication[[s]] channel, and
a media type of each communication[[s]] channel is one of said media types.

106. **(Currently Amended)** The computer program product of claim 46, wherein
an interface between said communication server and a plurality of channel drivers is
configured to provide communications between said communication server and
said channel drivers,
said channel drivers comprise said channel driver,
each of said channel drivers is configured to be coupled to at least one of a plurality of
communication[[s]] channels,
said communication[[s]] channels comprise said communication[[s]] channel, and
a media type of each communication[[s]] channel is one of said media types.

107. **(Currently Amended)** The apparatus of claim 55, wherein
an interface between said communication server and a plurality of channel drivers is
configured to provide communications between said communication server and
said channel drivers,
said channel drivers comprise said channel driver,
each of said channel drivers is configured to be coupled to at least one of a plurality of
communication[[s]] channels,
said communication[[s]] channels comprise said communication[[s]] channel, and
a media type of each communication[[s]] channel is one of said media types.